

HEALTH SERVICES PATIENTS' RIGHTS AND RESPONSABILITIES

R I G H T S

According to the portuguese Laws, the Law n.º 15/2014, of March, the 21st, changed by Decreto-Lei n.º 44/2017 of April, the 20th and by the Portaria n.º 153/2017 of May, the 4th, these are the health services patients' rights:

Right of choice - The user has the right to choose the health services and the health care providers, according to the existing resources.

Consent or refusal - Consent or refusal to provide health care must be declared free and clear, unless otherwise provided by law, and may be revoked at any time by the user. The same about scientific studies.

Personal data and protection of private life - The user of the health services is entitled to the rights to protection of personal data and the reservation of privacy.

Confidentiality - The user of health services has the right to secrecy about his personal data.

Right to information - The health care user has the right to be informed by the health care provider about his / her situation, the possible alternatives to treatment and the probable evolution of his condition.

Spiritual and religious care - The user of health services has the right to religious assistance, regardless of religion.

Complaints - The user of the health services has the right to complain and to present a complaint in the health establishments, according to the law, as well as to receive compensation for damages suffered.

Right of association - The user of health services has the right to establish entities that represent him and defend his interests.

Minor and incapable - the legal representatives of the minors and incapacitates can exercise their rights, namely to refuse assistance, observing the constitutional principles.

Priority - Among users with a clinical picture of the same seriousness and complexity, priority should be given to care for people with disabilities or disabilities equal to or greater than 60%, unless the situations of face-to-face care are made through prior appointment.

Right to follow-up - In the emergency services of the NHS, everyone is recognized and guaranteed the right of follow-up by a person indicated by him, and this information must be provided at admission by the service.

Accompanying person - In cases where the clinical situation does not allow the user to freely choose the companion, the services should promote the right to follow-up, and for this purpose may request the demonstration of the relationship or the relationship with the user invoked by the companion.

Limits to the right of follow-up - It is not allowed to accompany or attend examinations or treatments that, by their nature, can see their efficacy and correctness impaired by the presence of the companion, unless permission is given by the responsible clinician.

Rights and duties of the companion - The companion has the right to be informed in a timely and adequate manner about the patient's situation, at the different stages of care, with the following exceptions:

- a) Expressed indication to the contrary of the patient;
- b) Matters reserved by clinical confidentiality

D U T I E S A N D R E S P O N S A B I L I T I E S

According to the portuguese Laws, these are the health services users and patients duties and responsibilities:

- 1 – The patient has the duty to ensure their health. This means that should seek to ensure the most complete recovery and also participate in promoting their own health and the community in which he lives.
- 2 – The patient has the duty to provide health professional all the necessary data to obtain a correct diagnosis and appropriate treatment.
- 3 – The patient has the duty to respect the rights of other patients.
- 4. The patient has the duty to collaborate with health professionals, respecting the indications that are recommended, and in itself, freely accepted.
- 5. The patient has the duty to respect the rules of functioning of health services.
- 6. The patient has the duty to use the health services appropriately and to collaborate actively in reducing unnecessary expenses

All users have the same rights and the same duties, whatever their origin, religion, political conviction, color, ethnicity or other personal characteristics.

